Listing of Claims:

1.   (Currently Amended) A method ~~coping~~ <u>for managing</u> a

change in hardware<u>, said method</u> comprising:

accessing ~~a product~~ <u>an image forming apparatus</u> of a user

through a <u>computer</u> network and acquiring information on the

5   ~~product~~ <u>apparatus</u> of the user;

acquiring information on a part to be changed; ~~and~~

generating information on ~~a product~~ <u>the image forming</u>

<u>apparatus</u> that requires ~~change of a~~ <u>the</u> part <u>change</u>, from the

information on the ~~product~~ <u>apparatus</u> of the user and the

10   information on the part to be changed<u>;</u>

<u>providing the information on the apparatus that requires the</u>

<u>part change to a terminal operated by a maintenance</u>

<u>administrator; and</u>

<u>calculating a number of parts to be changed based on the</u>

15   <u>information on the apparatus that requires the part change</u>.

Claims 2 and 3 (Canceled).

4.   (Currently Amended) The method according to claim ~~3~~ <u>1</u>,

further comprising [[:]] generating order data ~~on~~ <u>for</u> the part to

be changed from the calculated number of parts to be changed.

5.   (Currently Amended) The method according to claim 4,
further comprising [[:]] transmitting the order data to a service
parts system.

6.   (Currently Amended) The method according to claim ~~2~~ 1,
wherein the acquired information on the part to be changed
includes solution information, and the solution information is
~~notified~~ provided to the ~~equipment owned~~ terminal operated by the
~~person in charge of service~~ maintenance administrator along with
the information on the ~~product~~ apparatus that requires ~~change of~~
the part change.

7.   (Currently Amended) The method according to claim 1,
wherein the information on the ~~product~~ apparatus of the user
includes a product manufacture number.

8.   (Currently Amended) The method according to claim 1,
wherein the information on the ~~product~~ apparatus of the user
includes information on an option configuration.

9.   (Currently Amended) The method according to claim 1,
wherein the information on the ~~product~~ apparatus of the user
includes information on a network configuration.

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10.   (Currently Amended) The method according to claim 1, wherein the information on the ~~product~~ <u>apparatus</u> of the user includes usage condition information.

11.   (Currently Amended) The method according to claim 1, wherein the information on the ~~product~~ <u>apparatus</u> of the user includes software information.

12.   (Currently Amended) A system ~~coping~~ <u>for managing</u> a change in hardware<u>, said system</u> comprising:

~~a product~~ <u>an apparatus</u> information acquiring section which accesses ~~a product~~ <u>an image forming apparatus</u> of a user through a

5   <u>computer</u> network and acquires information on the ~~product~~ <u>apparatus</u> of the user;

a change information acquiring section which acquires information on a part to be changed; ~~and~~

an information generating section which generates

10   information on ~~a product~~ <u>the image forming apparatus</u> that requires ~~change of a~~ <u>the</u> part <u>change,</u> from the information on the ~~product~~ <u>apparatus</u> of the user and the information on the part to be changed<u>;</u>

<u>a providing section which provides the information on the</u>

15   <u>apparatus that requires the part change to a terminal operated by</u> <u>a maintenance administrator; and</u>

a calculating section which calculates a number of parts to be changed based on the information on the apparatus that requires the part change.

Claims 13 and 14 (Canceled).

15.   (Currently Amended) The system according to claim ~~14~~ 12, further comprising [[:]] an order data generating section which generates order data ~~on~~ for the part to be changed from the calculated number of parts to be changed.

16.   (Currently Amended) The system according to claim 15, further comprising [[:]] a transmitting section which transmits the generated order data to a service parts system.

17.   (Currently Amended) The system according to claim ~~13~~ 12, wherein the acquired information on the part to be changed includes solution information, and the solution information is ~~notified~~ provided to the ~~equipment owned~~ terminal operated by the ~~person in charge of service~~ maintenance administrator along with the information on the ~~product~~ apparatus that requires ~~change of~~ the part change.

18.   (Currently Amended) The system according to claim 12,
wherein the information on the ~~product~~ <u>apparatus</u> of the user
includes a product manufacture number.

19.   (Currently Amended) The system according to claim 12,
wherein the information on the ~~product~~ <u>apparatus</u> of the user
includes information on an option configuration.   .

20.   (Currently Amended) The system according to claim 12,
wherein the information on the ~~product~~ <u>apparatus</u> of the user
includes software information.

21.   (Currently Amended) The system according to claim 12,
wherein the information on the ~~product~~ <u>apparatus</u> of the user
includes usage condition information.

22.   (Currently Amended) A ~~computer program product for
coping a change in hardware, comprising. a~~ computer-readable
storage medium having computer-readable program code ~~means
embodied in said medium~~ <u>stored thereon for causing a computer to</u>
5   <u>manage a change in hardware</u>, said computer-readable program code
~~means~~ comprising:

computer readable program code ~~means~~ for ~~accessing a product~~
<u>causing the computer to access an image forming apparatus</u> of a

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user through a ~~computer~~ <u>computer</u> network and ~~acquiring~~ <u>acquire</u> information

10   on the ~~product~~ <u>apparatus</u> of the user;

computer readable program code ~~means~~ for ~~acquiring~~ <u>causing</u>

<u>the computer to acquire</u> information on a part to be changed; ~~and~~

computer readable program code ~~means~~ for ~~generating~~ <u>causing</u>

<u>the computer to generate</u> information on ~~a product~~ <u>the image</u>

15   <u>forming apparatus</u> that requires ~~change of a~~ <u>the</u> part <u>change,</u> from

the information on the ~~product~~ <u>apparatus</u> of the user and the

information on the part to be changed<u>;</u>

<u>computer readable program code for causing the computer to</u>

<u>provide the information on the apparatus that requires the part</u>

20   <u>change to a terminal operated by a maintenance administrator; and</u>

<u>computer readable program code for causing the computer to</u>

<u>calculate a number of parts to be changed based on the</u>

<u>information on the apparatus that requires the part change</u>.

Claims 23 and 24 (Canceled).

25.   (Currently Amended) The ~~computer program product~~

<u>computer-readable storage medium</u> according to claim ~~24~~ <u>22</u>,

wherein said computer-readable program code ~~means~~ further

~~comprising.~~ <u>comprises</u> computer readable program code ~~means~~ for

5   ~~generating~~ <u>causing the computer to generate</u> order data ~~on~~ <u>for</u> the

part to be changed from the calculated number of parts to be changed.

26. (Currently Amended) The ~~computer program product~~ <u>computer-readable storage medium</u> according to claim 25, wherein said computer-readable program code ~~means~~ further ~~comprising:~~ <u>comprises</u> computer readable program code ~~means~~ for ~~transmitting~~ <u>causing the computer to transmit</u> the order data to a service parts system.

27. (Currently Amended) The ~~computer program product~~ <u>computer-readable storage medium</u> according to claim ~~23~~ <u>22</u>, wherein the acquired information on the part to be changed includes solution information, and the solution information is ~~notified~~ <u>provided</u> to the ~~equipment owned~~ <u>terminal operated</u> by the ~~person in charge of service~~ <u>maintenance administrator</u> along with the information on the ~~product~~ <u>apparatus</u> that requires ~~change of~~ the part <u>change</u>.

28. (Currently Amended) The ~~computer program product~~ <u>computer-readable storage medium</u> according to claim 22, wherein the information on the ~~product~~ <u>apparatus</u> of the user includes a product manufacture number.

29. (Currently Amended) The ~~computer program product~~ computer-readable storage medium according to claim 22, wherein the information on the ~~product~~ apparatus of the user includes usage condition information.

30. (Currently Amended) The ~~computer program product~~ computer-readable storage medium according to claim 22, wherein the information on the ~~product~~ apparatus of the user includes software information.

31. (Currently Amended) The method according to claim 11, wherein the software information ~~is~~ comprises software version information.

32. (Currently Amended) The system according to claim 20, wherein the software information ~~is~~ comprises software version information.

33. (Currently Amended) The ~~computer program product~~ computer-readable storage medium according to claim 30, wherein the software information ~~is~~ comprises software version information.